



HUMAN RESOURCES DEPARTMENT

City of Burlington

179 South Winooski Avenue, STE 100, Burlington, VT 05401

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Vermont Relay: 7-1-1 or 800-253-0191

Community Outreach Support Specialist Burlington Police Department

POSTING DATE: March 24, 2014

RATE OF PAY: \$44,449/year

EXEMPT/NON-EXEMPT: Exempt

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

DEADLINE TO APPLY: April 7, 2014

POSITION STATUS: Regular Full Time

CLASSIFICATION GRADE: 16

This position is responsible for responding to citizen complaints regarding disputes, conflicts, and issues of a non-criminal nature in an effort to reduce the calls for service and prevent crime and disorder through creative problem solving with partnerships. Resolution of issues is achieved through the utilization of conflict resolution techniques. This position addresses disputes in ways that build positive relationships within neighborhoods and communities; increases capacity and develops models in communities for productive resolution of conflicts; works with partners to provide leadership to identify and address systemic causes of individual and neighborhood conflicts. Additionally, the position is responsible for building and maintaining relationships and proactive contact between the Police Department and community groups, neighborhoods, and other subsets of people within the City.

ESSENTIAL FUNCTIONS:

- Respond to Police, other city department, and community requests for intervention on non-criminal matters to provide dispute resolution, conflict management or problem solving.
- Works as a partner to collaborate, consult and coordinate with the Howard Center Street Outreach team.
- Works as partner and act as a liaison from the Burlington Police Department to collaborate with local agencies, for example, Agency of Human Services, Howard Center, Burlington Housing Authority, Champlain Housing Trust, Committee on Temporary Shelter, Champlain Valley Agency on Aging, Vermont Tenants, Burlington Code Enforcement, Department of Corrections, University of Vermont, Vermont Refugee Resettlement, and the Community Justice Center, and other organizations as well as private citizens to resolve disputes in a restorative manner.
- Provide leadership, develop and maintain relationships with partners for team approach to problem solving. Regularly consult and collaborate with partners for a coordinated intervention response to behavioral issues or neighborhood conflicts.
- Acts as the liaison from the Burlington Police Department to the Chittenden County Adult Treatment Courts, Local Interagency Team, and the Mental Health Court.
- Provide effective assessments and develop strategies that assist individuals to appropriate resources. Act as a resource referral to any agency appropriate to help resolve the problems. EXAMPLES include. Howard Center, University of Vermont, Burlington Housing Authority, Champlain Housing Trust, Champlain Valley Agency on Aging, Vermont Tenants, Vermont Apartment Owner's Association, Vermont Refugee Resettlement, Burlington Code Enforcement or Burlington Police Department.
- Addresses conflict by using an array of conflict intervention tools such as: Problem solving, shuttle diplomacy, mediation, and family group conferencing. The intervention will be appropriate to the situation, culture and individual.
- Develop and implement trainings with community partners on topics such as conflict intervention and resolution strategies, the impact of noise, mental health issues and others. Present trainings to community groups, schools, government agencies, etc. These workshops may offer models of conflict management designed to produce peaceful and productive outcomes to neighborhoods involved in quality of life disputes.
- Collaborate closely with the Community Justice Center Coordinator regarding conflict issues impacting the community, coordinated efforts to support individuals going through the treatment courts, handling community safety concerns and other issues as they arrive.
- Create and maintain up-to-date electronic records for all case interventions and mediation initiatives.
- Reaches out to various constituency groups in the community to encourage open dialogue with the Police Department ensure a responsive relationship, to take the pulse of the needs of our community through engagement.
- Engage constituent groups around interests related to public safety and health.
- Brief the Chief of Police on the needs and challenges of these constituency groups and make relevant policy recommendations to address.

- Attend and participate in meetings of constituency groups that request Department participation as deemed productive
- Assist constituency groups with navigating Departments services and processes.
- Create and maintain proactive problem solving and communication via relationships and regular contact with community and neighborhood groups.
- Facilitate meetings and outreach between community groups and the Office of the Chief of Police, area Lieutenants, and other Department and City staff as needed.
- Acts as the primary point of contact and coordinator for City outreach to homeless encampments as needed.
- Assist the Street Outreach Team and Street Outreach Interventionists embedded within the Police Department with their work, conflict resolution, and outreach as needed.
- Maintain data to evaluate effectiveness of all activities.
- Performs other duties as required.

QUALIFICATIONS/BASIC JOB REQUIREMENTS:

- Bachelor's degree, and two years of experience in one or more of the following related fields; paralegal, victim advocacy, restorative justice with a minimum of one year experience in community-based conflict resolution and mediation programs, and coalition building required. Six years of related community development experience may be substituted for the educational requirement.
- Excellent public relations, group development and meeting facilitation and communication skills preferred.
- Knowledge of Vermont criminal and juvenile justice system preferred.
- Familiarity with City of Burlington preferred.
- Must be able to work evenings, weekends as directed.
- Must successfully complete Police Department oral board interview and background investigation.
- Ability to clearly communicate complex community modeling issues through training materials, workshops and collaborative problem solving techniques.
- Ability to work in a stressful environment.
- Ability to maintain objectivity in all neighborhood conflict interventions.
- Ability to speak in a public environment.
- Ability to interact with all levels of the general public, Police and other City officials.
- Ability to understand and interact with a wide variety of cultural and ethnic groups.
- Ability to operate in a Windows based environment with spreadsheet, word processing and database software.

To Apply: Submit cover letter, resume and a City of Burlington Application to: Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR .

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.